GREATER BENGALURU AUTHORITY

Office of Chief Health Officer (PH), Ground Floor, N.R.Square, Bengaluru-560002

No: GBA/ 2025-26/SE-0001 Dated : 11-11-2025

Pre Bid Queries Clarification for the Short term tender for design, deployment, implement and maintain a new web portal that streamlines the issuance of new Trade Licenses, enables secure renewal of existing licenses, strengthens compliance, and supports enforcement activities for Greater Bengaluru Authority and it's five city corporations

Tender Clause	Queries	Clarification
Go Live: Within 30 days	Kindly consider the Go Live duration of the project to be at least 2 months from the date of awarding the contract, as there are multiple dependencies such as approval of mock-up design, WCAG compliance, etc.	No Changes
Baseline Performance Requirement: Portal shall be available for 98% of the time	As mentioned in the RFP, the data center will be deployed at GBA and the web portal will be hosted there as well. Therefore, maintaining 98% uptime is only achievable with colocation. Kindly guide us accordingly to achieve this milestone.	No Changes
Bid Security or Earnest Money Deposit (EMD)	It is requested to kindly waive the Earnest Money Deposit for MSME registered firms	No Changes
Trade License Certificate	Since the System will Generate the Trade License, how many languages will the trade license be issued? English or English & Kannada.	English and Kannada.
Integrated Payment Gateway	Kindly clarify, if the Payment Gateway API shall be provided by the Department	Department will Provide Integration and payment gateway
SMS Notifications	Since the System will send SMS notifications, kindly clarify if the SMS API and the cost of SMS shall be borne by the Department.	Department will be Provide the details later at the time of contract.

Audits	Kindly clarify, if the Security Audit/STQC Certification Cost shall be borne by the Department. Also STQC Certification takes around 15 Days - 30 days of time.. And the timeline assigned for the project to Go-Live is 30 Days.	No Changes
GIS systems	Is there any financial implications on integration of the GIS system from the other department? Like License Cost, API Cost etc?	No
Migration of Old Data	Kindly clarify the following: a) The Old Data is available in which format? Excel/CSV/Database or Hardcopy b) What is the volume of Data?	All the Data should be integrated into new software system
The servers needed for the purpose shall be deployed to the GBA Data Centre.	Kindly clarify Who will bear the cost of the Servers? What kind of servers are required ? Who will maintain the servers? Instead of Physical Servers, can we propose Meity Empanelled Cloud Servers	GBA server details will be provided later
Helpdesk Integration: User support portal and ticketing system	Kindly clarify, if the Helpdesk system shall be provided by the Department? Also, is there any manpower requirement at site for the support activities?	No Changes
User Training: Comprehensive training programs for all user types	How many users shall be part of the training? Will the training infrastructure like Rooms, Tables, Internet, Laptop be provided by the department to the trainee?	No Changes
Feature upgrades as per evolving requirements	We request you to kindly consider the feature upgrades as part of change request, which can be mutually decided by the Department and the Vendor	No Changes

• SMS Notifications: OTP delivery, Application submission, payment confirmations, status updates, urgent alerts, approvals, rejections, renewal reminders.	**SMS Service Provider** • Please confirm the SMS service or API to be integrated for outbound message notifications.	Should be done by Vendor itself
Core Functional Requirements o	**Email Communication Setup** • Kindly share details of the email service to be used for system-generated emails. • Sender email ID and credentials are required for integration.	Departme nt will be Provide the details later at the time of contract.
Online Payment	**Payment Gateway Integration**	
o Pay via integrated payment gateway	• Please confirm whether to continue using BillDesk or switch to another payment gateway. one. • If BillDesk is preferred, kindly confirm whether to create a new merchant account or use the existing • For existing accounts, access details will be required.	Departme nt will be Provide the details later at the time of contract.
Option B: Bank Challan o Download challan with unique reference number o Pay at designated bank branches o Upload challan copy after payment	**Challan Payment Process (Canara Bank)** • Please share the workflow of how Canara Bank challan payments are updated in the portal. • Clarify the process of application number generation after challan payment.	Departme nt will be Provided later at the time of contract.
Application Details View: • Complete application information • Road width data fetched from municipal system	**Road Width Information API** • Requesting details of the source or API used to fetch road width using latitude and longitude.	Departme nt will be Provided later at the

		time of contract.
System Features & Integrations	**Database Details** • Please share the existing database schema and current data for integration and validation.	Departme nt will be Provided later at the time of contract.
Option B: Bank Challan ○ Download challan with unique reference number ○ Pay at designated bank branches	**Trade ID in Challan Generation** • Clarification is required on what the Trade ID represents and where it is used in the system.	Departme nt will be Provide the details later at the time of contract.
System Features & Integrations	**Current Way of Working Across 5 Corporations requirements.** • Kindly clarify differences in workflows across the 5 corporations and how these impact system	Same work flow for all 5 Corporati on, Detailed informatio n will be given at time of contract
The servers needed for the purpose shall be deployed to the GBA Data Centre	**Cloud and Infrastructure Costs** • Please confirm that GBA will bear all cloud, storage, compute, API usage, and bandwidth costs, while Brisa will handle only manpower for development and maintenance.	To be Host at GBA Server The details will be provided later
Modification Requests	**Trader Modification Request Functionality** • Requesting the workflow and approval process for trader-initiated modifications.	Departme nt will be Provide the details later at the time of contract.

Trade License User Manual	**Cancel/Withdraw Application Functionality** • Kindly confirm the expected process flow for cancelling or withdrawing an application.	Department will be Provide the details later at the time of contract.
Trade License User Manual	**Send Back Application for Approver** • Please clarify the functionality and workflow for sending back applications for correction or clarification.	Department will be Provide the details later at the time of contract.
• **SMS and email Notifications**: OTP delivery, Application submission, payment confirmations, status updates, urgent alerts, approvals, rejections, renewal reminders.	**Reporting & Analytics – Compliance Monitoring and Alerts** • Requesting detailed expectations for compliance-related reporting and alert mechanisms.	Alert mechanism should be both email and sms.
Trade License User Manual	**Reporting & Analytics – Performance Metrics and KPIs** • Please share required KPIs and performance metrics for monitoring.	Department will be Provide the details later at the time of contract.
Trade License User Manual	**Jatha Status** • Kindly clarify what "Jatha Status" refers to, who updates it, and its workflow.	Department will be Provide the details later at the time of contract.
Trade License User Manual	**Acknowledgement Number in View Application** • Please confirm which acknowledgement number this refers to, and how it is generated.	Department will be Provide the details later at the time of contract.

• Property Tax System: Property verification and validation	**Additional Documents** • Documents such as tax paid receipts and Khatha certificates appear in the "View Application" section but are not captured during the application process. • Kindly confirm how these documents should be collected from applicants.	Provision should be given by uploading system initially like Plan approval, tax paid ,Khata certificate etc in the for of PDF or JPG
• BESCOM: Electricity connection validation • GST Database: Verification of business registration	**GST and BESCOM API Integration** • Please provide details on expected GST and BESCOM API integrations	Departme nt will be Provide the details later at the time of contract.
Trade License User Manual	**Administrator Monitoring** • Requesting more clarity on what is expected under "monitoring the overall functioning of the system" for administrators.	Departme nt will be Provide the details later at the time of contract.
Trade License User Manual	**Instant Provisional License Workflow** • Kindly share the process for issuing instant provisional licenses, along with the 90-day verification and approval workflow.	Departme nt will be Provide the details later at the time of contract.
Trade License User Manual	**Municipal and National Data Protection Standards** • Please provide the exact standards or guidelines to be adhered to.	Departme nt will be Provide the details later at the time of contract.

Trade License User Manual	**Control Sheet in Reports** • Please clarify the purpose of the "Control Sheet" in reports, its content, and how it is generated or used.	Departme nt will be Provide the details later at the time of contract.
Trade License User Manual	**Trade Renewal Process Functionality** Requesting clarification on the complete renewal process workflow, including: • Fee calculation differences (if any) • Rules for late renewals, penalties, and grace periods • Mapping of previous-year license details to new renewals **Master Data Required** 1. MLA Constituencies 2. Wards (mapped to MLA Constituencies) 3. Jurisdiction mapping (Ward/Constituency) 4. Major trades 5. Minor trades (mapped to major trades) 6. Sub-trades (mapped accordingly) 7. List of documents required per trade 8. Pricing matrix of Trade classification 9. Zone classification	Departme nt will be Provide the details later at the time of contract.

Trade License User Manual Document Upload & Power Requirements	**Assumptions Made (Requesting Confirmation)** 1. Temporary Application ID Format: T + Quarter + First 2 letters of Zone + Random 4 digits + First letter of Ward Example: T1FB8138E 2. Application Number Format: N<YYYY><DD><MM><7-digit sequence> 3. Renewal Application Number Format: R<YYYY><DD><MM><7-digit sequence> 4. License Number Format: <ZoneCode><ConstituencyCode><ApplicationNumber> 5. Power Payment Calculation: • Based on the higher of Power HP or Generator HP • Slab rates: ○ 1–5 HP: ₹40/unit ○ 6–10 HP: ₹80/unit ○ 11–25 HP: ₹120/unit ○ 26–50 HP: ₹160/unit ○ 51+ HP: ₹200/unit 6. OC Exception Fee: ₹500 for the first year, and zero from the second year onwards for multiyear licenses	Department will be Provide the details later at the time of contract.

Note : All other terms of conditions remains same as per tender documents

Note approved by Hon'ble Special Commissioner (Health & Education)

Chief Health Officer (PH)
Greater Bengaluru Authority